

OHCA SECURE PROVIDER PORTAL FUNCTIONS



DISCLAIMER

- SoonerCare policy is subject to change.
- The information included in this presentation is current as of September 2021.
- Stay informed with current information found on the OHCA public website by visiting www.oklahoma.gov/ohca.

WEBINAR DESCRIPTION

The webinar will provide an overview of the OHCA secure provider portal functionality. Topics will include designation of account roles, functions available through the OHCA secure provider portal including accessing provider letters, reports, and searching the fee schedule.

NOTE: Demonstrations and topics related to eligibility, claim or prior authorization submissions will not be covered.

Target Audience – All contracted SoonerCare Providers and staff that access the OHCA secure provider portal.

AGENDA

- Provider Portal Overview
 - Provider Role Access
 - Manage Accounts
 - Clerk Access
 - Billing Agent
 - Enrollment Agent
 - Switch Provider
 - Search Fee Schedule
 - Financial
 - Letters
- Reminders
- Resources
- Questions



PROVIDER PORTAL OVERVIEW

PORTAL OVERVIEW

The SoonerCare Provider Portal is OHCA's secure website that offers several services:

- Claim status and submission
- Eligibility verification
- Fee schedule search
- Find a provider
- Provider letters
- Prior authorization status and submission
- Remittance advice and other reports



PROVIDER PORTAL OVERVIEW, *CONT.*

- Upon contract approval from OHCA, a SoonerCare Provider ID number is designated to the specific provider and an OHCA-generated personal identification number (PIN). This is referred to as the Welcome Letter.
- Each new provider portal account requires registration by creating a permanent username, password and challenge questions & answers.
- Once the provider has established a provider portal account, the account administrator can create new clerks and grant each clerk-role specific access.



- **Provider**
contracted with OHCA as a provider of services.
- **Clerk**
designated by the provider or billing agency for the sole purpose of performing clerical functions.
- **Billing Agent**
submits claims on behalf of the provider.

Provider Role

- ✓ SoonerCare Provider ID Number and PIN required for registration
- ✓ My Profile
- ✓ Eligibility
- ✓ Claims
- ✓ Prior Authorizations
- ✓ Referrals
- ✓ Files Exchange
- ✓ Financial
- ✓ Letters
- ✓ Resources
- ✓ Manage Accounts
- ✓ Update Provider Files

Clerk Role

- ✓ Clerk code required for registration
- ✓ My Profile
- ✓ Eligibility*
- ✓ Claims*
- ✓ Prior Authorizations*
- ✓ Referrals*
- ✓ Files Exchange*
- ✓ Financial*
- ✓ Letters*
- ✓ Resources*
- ✓ Update Provider Files*– must also be setup as Enrollment Agent.

Billing Agent

- ✓ Trading Partner ID and PIN required for registration
- ✓ My Profile
- ✓ Eligibility*
- ✓ Claims*
- ✓ Prior Authorizations*
- ✓ Referrals*
- ✓ Files Exchange*
- ✓ Financial*
- ✓ Letters*
- ✓ Resources*

**Portal administrator must grant access to functions that will display under the portal tabs.*

PROVIDER PORTAL

- The OHCA secure provider portal can be accessed by visiting the OHCA public website at www.oklahoma.gov/ohca
 - Select the **Provider Portal** link under the Providers section.

The screenshot displays the Oklahoma Health Care Authority website. At the top left is the OHCA logo, and at the top right is a search bar. A navigation menu includes links for About, Individuals, Providers, Research, Policy, Member Login, Apply, and Contact. Below the navigation is a banner for "Oklahoma's Medicaid Agency" with a button to "Apply for SoonerCare at MySoonerCare.org". The main content area is divided into three sections: "INDIVIDUALS", "PROVIDERS", and "LATEST UPDATES". Under "PROVIDERS", the "Provider Portal" link is highlighted with a red arrow. Other links in the "PROVIDERS" section include Training, Claim Tools, Types, and Enrollment. The "LATEST UPDATES" section includes Medicaid Expansion, SoonerSelect, Community Partners, and Changes to Electronic PASRR Level 1 (LTC300R).

OKLAHOMA Health Care Authority

Search

About Individuals Providers Research Policy Member Login Apply Contact

Oklahoma's Medicaid Agency

+ Apply for SoonerCare at MySoonerCare.org

INDIVIDUALS

- [Apply for SoonerCare](#)
- [MySoonerCare Portal](#)
- [Insure Oklahoma](#)
- [SoonerCare Programs](#)
- [SoonerCare Benefits](#)

PROVIDERS

- [Provider Portal](#)
- [Training](#)
- [Claim Tools](#)
- [Types](#)
- [Enrollment](#)

LATEST UPDATES

- [Medicaid Expansion](#)
- [SoonerSelect](#)
- [Community Partners](#)
- [Changes to Electronic PASRR Level 1 \(LTC300R\)](#)

MANAGE ACCOUNTS

MANAGE ACCOUNTS

- **My Home** is the main page of the provider portal that displays the provider information, shortcut links to areas of the website, and other helpful resources.
- Select **Manage Accounts**.

OKLAHOMA
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Provider Portal

[My Home](#) [Eligibility](#) [Claims](#) [Prior Authorizations](#) [Referrals](#) [Files Exchange](#) [Financial](#) [Letters](#) [Reports](#) [Resources](#)

[Contact Us](#) | [Logout](#)

My Home

User Details

Welcome Choice SoonerCare

- [My Profile](#)
- [Manage Accounts](#)

Provider

Name	Oklahoma Clinic
Provider ID	1234567890 (NPI)
Taxonomy	987654321X
SC Provider Number	123456789 A

Provider Services

- [Member Focused Viewing](#)
- [Search Payment History](#)

Welcome Health Care Professional!

We are committed to make it easier for physicians and other providers to perform their business. In addition to providing the ability to verify member eligibility and submit claims, our secure site provides access to payment history and the ability to search for helpful information under the Resources menu.

- [Contact Us](#)
- [Secure Correspondence](#)
- [Referrals](#)
- [PA Notice](#)
- [Update Provider Files](#)
- [Upload Service Quality Review Records](#)

Helpful Links

- [Insure Oklahoma Employer/Agent Portal](#)

MANAGE ACCOUNTS

The administrator of the provider role has the following options:

- Add new clerk
- Update or remove existing clerks
- Add registered clerk
- Add registered billing agent
- Designate billing agent
- Add enrollment agent

Clerk Assignment [Back to My Home](#) ?

Delegate Status

Load Active Delegates Only Load Active and Inactive Delegates

Add New Clerk Add Registered Clerk Add Registered Billing Agent Designate Billing Agent Add Enrollment Agent

* Indicates a required field.

Enter the fields below and click **Submit** to generate the clerk code for the new clerk to register.

*First Name

*Last Name

*Birth Date 

*Last 4 of DLN

Select the functions that the clerk is authorized to access.
(At least one function must be selected)

*Functions

- Claim - Inquiry
- Claim - Submit and Resubmit
- Claim - Submit Pharmacy
- Eligibility Verification
- File Management
- Financial
- Letters
- Member Focus Viewing
- Newborn Applicaton Access
- Patient Dismissal
- Payment History - Inquiry
- Pharmacy Claim
- Prior Authorization - Submit Resubmit Authorization
- Prior Authorization - View Authorization
- Prior Authorization - View Authorization Notice
- Referrals - View Referral
- Reports
- Search Fee Schedule
- Treatment History

MANAGE ACCOUNTS

- Portal administrators can view status of *only active delegates* or *active and inactive delegates*.
- The **Clerks** area will display the name, birth date, last 4 of the driver's license number, clerk code and status of each authorized clerk.

Clerk Assignment Back to My Home ?

Delegate Status

Load Active Delegates Only Load Active and Inactive Delegates

Add New Clerk Add Registered Clerk Add Registered Billing Agent Designate Billing Agent Add Enrollment Agent

* Indicates a required field.

Enter the Last Name and the Clerk Code to add that Clerk to your Clerk list then click **Submit** to proceed.

* Last Name

* Clerk Code

Select the functions that the clerk is authorized to access.
(At least one function must be selected)

* Functions

- Claim - Inquiry
- Claim - Submit and Resubmit
- Claim - Submit Pharmacy
- Eligibility Verification
- File Management
- Financial
- Letters
- Member Focus Viewing
- Newborn Application Access
- Patient Dismissal
- Payment History - Inquiry
- Pharmacy Claim
- Prior Authorization - Submit Resubmit Authorization
- Prior Authorization - View Authorization
- Prior Authorization - View Authorization Notice
- Referrals - View Referral
- Reports
- Search Fee Schedule
- Secure Correspondence
- Treatment History

Clerks

Click the Clerk's **name** to change the status and/or the functions of the Clerk.

#	Name ▲	Display Name	Birth Date	Last 4 of DLN	Clerk Code	Status
1	clerk_bob	Bob	01/01/1980	1234	20412	Active
2	clerk_tina	Tina	01/01/1972	1234	20414	Active

ADD NEW CLERK

- Select **Add New Clerk.**
- Enter the required information:
 - First name
 - Last name
 - Birth date
 - Last 4 digits of driver's license number (or 0000)
- Check all Functions the clerk will need to access.
- Select **Submit.**

Clerk Assignment [Back to My Home](#) ?

Delegate Status

Load Active Delegates Only Load Active and Inactive Delegates

Add New Clerk Add Registered Clerk Add Registered Billing Agent Designate Billing Agent Add Enrollment Agent

* Indicates a required field.

Enter the fields below and click **Submit** to generate the clerk code for the new clerk to register.

* First Name Sassy

* Last Name Clerk

* Birth Date 01/01/1985

* Last 4 of DLN 1234

Select the functions that the clerk is authorized to access.
(At least one function must be selected)

* Functions

- Claim - Inquiry
- Claim - Submit and Resubmit
- Claim - Submit Pharmacy
- Eligibility Verification
- File Management
- Financial
- Letters
- Member Focus Viewing
- Newborn Application Access
- Patient Dismissal
- Payment History - Inquiry
- Pharmacy Claim
- Prior Authorization - Submit Resubmit Authorization
- Prior Authorization - View Authorization
- Prior Authorization - View Authorization Notice
- Referrals - View Referral
- Reports
- Search Fee Schedule
- Secure Correspondence
- Treatment History

Submit

ADD NEW CLERK

Verify the clerk information and functions have been appropriately entered.

- If an error was made, select the **Edit** button to make appropriate changes.
- If all information is correct, select **Confirm**.
- Select **Cancel** to cancel the addition.

Clerk Assignment [Back to My Home](#) ?

Delegate Status

Load Active Delegates Only Load Active and Inactive Delegates

Add New Clerk

Click **Confirm** to confirm the request. Click **Cancel** to cancel it.

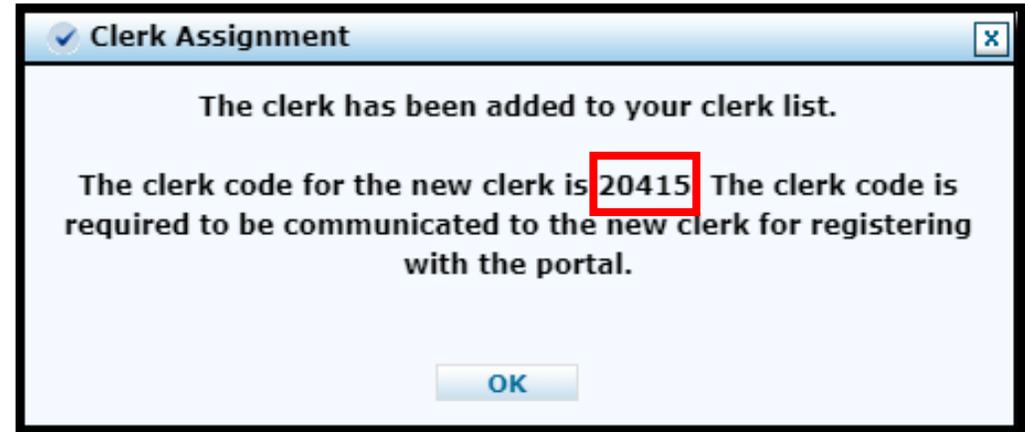
First Name Sassy
Last Name Clerk
Birth Date 01/01/1985
Last 4 of DLN 1234

Functions

- Claim - Inquiry
- Claim - Submit and Resubmit
- Claim - Submit Pharmacy
- Eligibility Verification
- File Management
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- Secure Correspondence
- Treatment History

ADD NEW CLERK

- A clerk assignment message containing a clerk code will display upon confirmation. New clerks will need the clerk code in order to complete portal registration.
- Newly added clerks will display with *Active-Pending* status until the clerk has completed portal registration.



#	Name ▲	Display Name	Birth Date	Last 4 of DLN	Clerk Code	Status
1	clerk_bob	Bob	01/01/1980	1234	20412	Active
2	clerk_sassy	sassy clerk	01/01/1985	1234	20415	Active - Pending
3	clerk_tina	Tina	01/01/1972	1234	20414	Active

EDIT CLERK ROLES

Clerks						
Click the Clerk's name to change the status and/or the functions of the Clerk.						
#	Name ▲	Display Name	Birth Date	Last 4 of DLN	Clerk Code	Status
1	clerk_bob	Bob	01/01/1980	1234	20412	Active
2	clerk_sassy	sassy clerk	01/01/1985	1234	20415	Active - Pending
3	clerk_tina	Tina	01/01/1972	1234	20414	Active

Select the name of the clerk to modify the role functions.

EDIT CLERK ROLES

- Functions can be added or removed at any time.
- At least one function must be selected if the status is Active.
- Selecting **Inactive** as the status will remove the clerk access to the portal account.
- Select **Submit** and **Confirm** the approved changes.

Edit Clerk

Modify the fields below and click the **Submit** button to update the information.

First Name test
Last Name test
Birth Date 02/29/2000
Last 4 of DLN 0000
Clerk Code 20423
***Status** Active Inactive

Select the functions that the clerk is authorized to access.
(At least one function must be selected)

***Functions**

- Claim - Inquiry
- Claim - Submit and Resubmit
- Claim - Submit Pharmacy
- Eligibility Verification
- File Management
- Financial
- Letters
- Member Focus Viewing
- Newborn Application Access
- Patient Dismissal
- Payment History - Inquiry
- Pharmacy Claim
- Prior Authorization - Submit Resubmit Authorization
- Prior Authorization - View Authorization
- Prior Authorization - View Authorization Notice
- Referrals - View Referral
- Reports
- Search Fee Schedule
- Treatment History

Submit **Cancel**

ADD REGISTERED CLERK

- Clerks with an existing account can be added to multiple provider accounts.
- Select **Add Registered Clerk**.
- Enter the **Last Name & Clerk Code**.
- Check the **Functions** the clerk will need to access.
- Select **Submit**.

The screenshot shows a web interface for adding a registered clerk. At the top, there are several tabs: 'Add New Clerk', 'Add Registered Clerk' (highlighted with a red box), 'Add Registered Billing Agent', 'Designate Billing Agent', and 'Add Enrollment Agent'. Below the tabs, a note states: '* Indicates a required field.' and 'Enter the Last Name and the Clerk Code to add that Clerk to your Clerk list then click **Submit** to proceed.' There are two input fields: '*Last Name' and '*Clerk Code', both highlighted with a red box. Below these fields, a section titled 'Select the functions that the clerk is authorized to access. (At least one function must be selected)' contains a list of functions, each with an unchecked checkbox. This list is also highlighted with a red box. At the bottom of the form, there is a 'Submit' button, which is highlighted with a red box and a red arrow pointing to it from the right.

Add New Clerk **Add Registered Clerk** Add Registered Billing Agent Designate Billing Agent Add Enrollment Agent

* Indicates a required field.

Enter the Last Name and the Clerk Code to add that Clerk to your Clerk list then click **Submit** to proceed.

*Last Name

*Clerk Code

Select the functions that the clerk is authorized to access.
(At least one function must be selected)

*Functions

- Claim - Inquiry
- Claim - Submit and Resubmit
- Claim - Submit Pharmacy
- Eligibility Verification
- File Management
- Financial
- Letters
- Member Focus Viewing
- Newborn Application Access
- Patient Dismissal
- Payment History - Inquiry
- Pharmacy Claim
- Prior Authorization - Submit Resubmit Authorization
- Prior Authorization - View Authorization
- Prior Authorization - View Authorization Notice
- Referrals - View Referral
- Reports
- Search Fee Schedule
- Treatment History

Submit

CLERK ACCESS

CLERK ACCESS

- The provider or billing agent is responsible for creating the clerk role access and providing the clerk code.
- Users must register the clerk role account by creating a username, password, challenge questions and answers, and contact information.
- Clerks do not have the ability to create, grant access to, or revoke permissions of other users.



REGISTER ACCOUNT

- Clerks added to a provider portal account must first register before logging in.
- Select **Register Now**.

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Health Care Authority

Provider Portal

Home

Home [Contact Us](#) | [Login](#)

Login ?

*User ID

Log In

[Forgot User ID?](#)

[Register Now](#)

[Where do I enter my password?](#)

Broadcast Messages

Two adult limited dental benefit resources have been added to OHCA's public website. "Adult Limited Dental Benefit Q&A" features frequently asked questions regarding the new dental benefits, and "Adult Limited Dental Benefit Overview" is a summary of the services covered, as well as those that will require prior authorization.

These resources can be found on the provider dental page here: <https://oklahoma.gov/ohca/providers/types/dental/dental.html>. These resources can also be found under "Resources" on the Provider

Training page here: <https://oklahoma.gov/ohca/providers/provider-training.html>.

Additionally, a provider toolkit can be found at <https://oklahoma.gov/ohca/providers/toolkit.html> to assist providers in locating helpful tools and resources available on the OHCA public website.

Two SoonerCare expansion resources have been added to OHCA's public website. "SoonerCare Adult Expansion" features frequently

Protect Your Privacy!
Always log off and close all of your browser windows

Helpful Links

What can you do in the SoonerCare Provider Portal
The Oklahoma Health Care Authority's secure portal is intended for providers, clerks and billing agents. This site gives you the opportunity to maintain provider information, access claim and prior authorization related functions, and receive messages from the OHCA that apply specifically to you.

CLERK ROLE REGISTRATION STEP 1 OF 2

- **Personal Information:**

- First & Last Name*
- Birth Date*
- Last 4 of DLN*
- Clerk Code*

**Required fields must match the information created by the portal administrator.*

- Select **Continue**.

Registration Step 1 of 2 - Personal Information

* Indicates a required field.

Please provide the following information to get started!

*First Name	TEST
*Last Name	TEST
*Birth Date	02/29/2000
*Last 4 of DLN	0000
*Clerk Code	20423

Continue

CLERK ROLE REGISTRATION STEP 2 OF 2

• Security Information:

- User ID
- Password
- Display Name
- Phone Number & Ext.
- E-mail
- Site key and Passphrase
- Challenge Questions

Registration Step 2 of 2 - Security Information

* Indicates a required field.

The User ID and Password cannot be the same and the password cannot contain more than two consecutive characters of your display name. The user id must be 8 to 20 characters in length and contain a minimum of 1 number, 1 letter, no spaces and no special characters. The password must be 8-20 characters in length, contain a minimum of 1 numeric digit, 1 uppercase letter and 1 lowercase letter.

*User ID

*Password

*Confirm Password

Please provide your contact information below.

*Display Name

*Phone Number Ext

*Email

*Confirm Email

Please choose a personalized Site Key and enter a passphrase that will be used to verify your identity upon logging into the Provider portal.

* Site Key:     

*Passphrase

Please select a unique Challenge Question and provide an answer for each question below.

*Challenge Question #1

*Answer to #1

*Challenge Question #2

*Answer to #2

CLERK ROLE ACCESS

- Clerk access can be identified by the blue bar that appears across the top of the page.
- Certain functions authorized by the portal administrator will only appear on the clerk page.

The screenshot displays the Oklahoma Health Care Authority Provider Portal. At the top left is the logo for the Oklahoma Health Care Authority. To its right, the text "OKLAHOMA Health Care Authority" and "Provider Portal" are visible. A blue navigation bar spans the top, containing links for "My Home", "Eligibility", "Resources", and "Switch Provider". Below this, a secondary blue bar highlights the current user's role: "Clerk for provider", "Role IDs", and "Provider - In Network -". The main content area includes a "Welcome Health Care Professional!" message, a photo of a healthcare professional, and a sidebar with sections for "User Details" (containing "Welcome", "My Profile", and "Switch Provider") and "Provider" (containing "Name", "Provider ID", "Taxonomy", and "SC Provider Number"). On the right side, there are several utility links: "Contact Us", "SoonerCare Education", "PA Notice", "Upload Service Quality Review Records", and "Helpful Links" (with a sub-link for "Insure Oklahoma Employer/Agent Portal").

BILLING AGENT

BILLING AGENT ACCESS

- Providers may grant access to billing agents for claim submission, receive capitation summaries, remittance advice, and roster transaction reports.
- Logon credentials are provided to billing agents directly by Gainwell.
- Billing agents do not have the ability to create, grant access to, or revoke permissions of other users



ADD REGISTERED BILLING AGENT

- Select **Add Registered Billing Agent**.
- Enter the Display Name of the billing agent and existing **Agent Code**.
- Check the Functions the billing agent will need to access.
- Select **Submit**.

Clerk Assignment [Back to My Home](#) ?

Delegate Status

Load Active Delegates Only Load Active and Inactive Delegates

[Add New Clerk](#) [Add Registered Clerk](#) [Add Registered Billing Agent](#) [Designate Billing Agent](#) [Add Enrollment Agent](#)

* Indicates a required field.

Enter the Display Name and the Agent Code to add that billing agent to your billing agent list then click **Submit** to proceed.

*Display Name

*Agent Code

Select the functions that the billing agent is authorized to access.
(At least one function must be selected)

*Functions

- Claim - Inquiry
- Claim - Submit and Resubmit
- Claim - Submit Pharmacy
- Eligibility Verification
- File Management
- Financial
- Letters
- Member Focus Viewing
- Newborn Application Access
- Patient Dismissal
- Payment History - Inquiry
- Pharmacy Claim
- Prior Authorization - Submit Resubmit Authorization
- Prior Authorization - View Authorization
- Prior Authorization - View Authorization Notice
- Referrals - View Referral
- Reports
- Search Fee Schedule
- Treatment History

Submit

No Billing Agents are assigned.

DESIGNATE BILLING AGENT

- The **Designate Billing Agent** is only used for registered accounts.
- Select the **Transaction Type** dropdown.
- Select the **Billing Agent**.
- Click **Designate to Receive**.

The screenshot displays the Oklahoma Health Care Authority Provider Portal. The page title is 'Provider Portal'. The navigation menu includes 'My Home', 'Eligibility', 'Claims', 'Prior Authorizations', 'Referrals', 'Files Exchange', 'Financial', 'Letters', 'Reports', and 'Resources'. The current page is 'Manage Accounts'.

The main content area is titled 'Clerk Assignment' and 'Delegate Status'. It features two radio buttons: 'Load Active Delegates Only' (selected) and 'Load Active and Inactive Delegates'. Below these are five buttons: 'Add New Clerk', 'Add Registered Clerk', 'Add Registered Billing Agent', 'Designate Billing Agent' (highlighted with a red box), and 'Add Enrollment Agent'.

A text instruction reads: 'Select a Transaction Type and Billing Agent then press Designate to Receive to save Billing Agent designation. Once all available transactions have been designated to be received by a billing agent, additional designations cannot be made. Click Remove to remove a designation.'

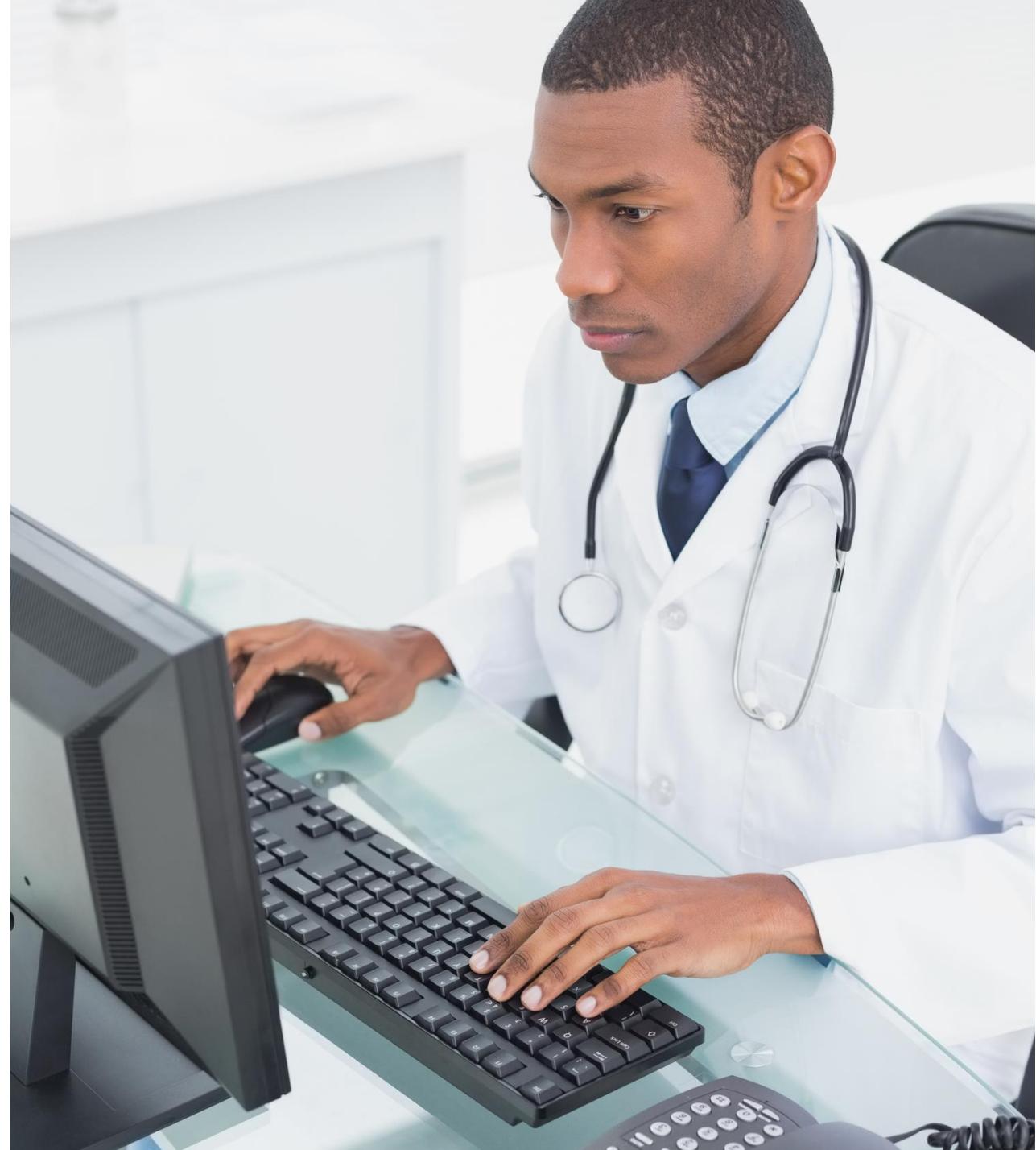
Transaction Type	Billing Agent	Action
*Transaction Type Capitation Summary RA Roster	Billing Agent	

Below the table is a 'Designate to Receive' button, which is highlighted with a red box and a red arrow pointing to it.

ENROLLMENT AGENT

ENROLLMENT AGENT

- Providers can assign one active clerk to be the enrollment agent.
- The enrollment agent will have access to renew or make changes to the provider's contract with OHCA:
 - License information
 - Banking details
 - Ownership information
- To authorize access, the enrollment agent must first be set up as a clerk.



ADD ENROLLMENT AGENT

- Click the **Add Enrollment Agent** tab
- Select the specific **Enrollment Agent** from the dropdown list.
- Click the **Add Enrollment Agent** button.

The screenshot displays the Oklahoma Health Care Authority Provider Portal. The page title is 'Provider Portal'. The navigation menu includes 'My Home', 'Eligibility', 'Claims', 'Prior Authorizations', 'Referrals', 'Files Exchange', 'Financial', 'Letters', 'Reports', and 'Resources'. The current page is 'Manage Accounts'. The 'Clerk Assignment' section is active, showing 'Delegate Status' options: 'Load Active Delegates Only' (selected) and 'Load Active and Inactive Delegates'. A row of buttons includes 'Add New Clerk', 'Add Registered Clerk', 'Add Registered Billing Agent', 'Designate Billing Agent', and 'Add Enrollment Agent' (highlighted with a red box). Below the buttons, a message states: 'Select a Clerk to add as your enrollment Agent. Only one enrollment agent can be setup per Provider. Click Remove to remove an enrollment Agent. **Please note: Your Enrollment Agent will answer questions related to information on your provider application/renewal or updates to your provider Profile Information, Banking information, etc.' A table with columns 'Enrollment Agent' and 'Action' is shown. The 'Enrollment Agent' column contains a dropdown menu with the text '*Enrollment Agent' and a downward arrow (highlighted with a red box). Below the table is an 'Add Enrollment Agent' button, which is also highlighted with a red box and a red arrow pointing to it.

SWITCH PROVIDER

SWITCH PROVIDER

- The Switch Provider page is only available for roles as clerks and billing agents.
- The provider must add the access to the user account by using the Add Registered Clerk or Add Registered Billing Agent through Manage Accounts.
- Users with the switch provider function can toggle between provider accounts without logging out.

SWITCH PROVIDER PAGE

- Upon logging in to the account, clerks will be redirected to the **Switch Provider** screen.
- Select the provider account to login as and select **Submit**.

OKLAHOMA
Health Care Authority

Provider Portal

[My Home](#) [Resources](#) [Switch Provider](#)

[Contact Us](#) | [Logout](#)

Switch Provider

Switch Provider

Enter at least one selection criteria below and click **Search** to retrieve information.

Display Name

Email

Search **Reset**

Available Providers

Select a Provider that you wish to switch to, then click **Submit** button.

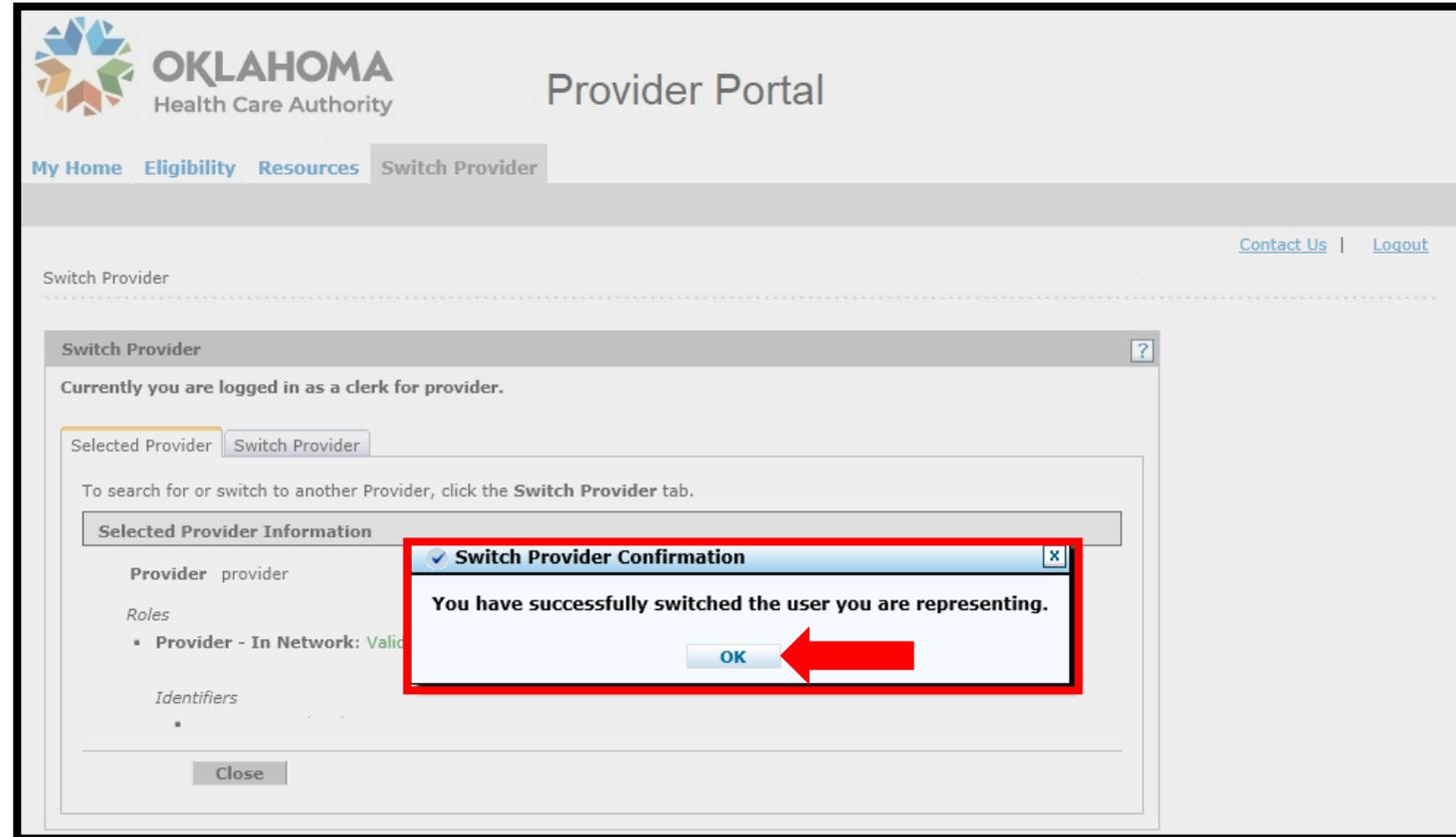
Total Records: 2

#	Display Name ▲	Email Address	SC Provider Number / Trading Partner ID
1	<input type="radio"/> provider		
2	<input type="radio"/> test		

Submit

CONFIRMATION SCREEN

- A confirmation message will appear advising the user successfully switched provider login.
- Select **OK**.



SEARCH FEE SCHEDULE

SEARCH FEE SCHEDULE

- The Search Fee Schedule link allows users to inquire procedure code pricing, NDC, and DRG through the OHCA Secure Provider Portal.
- Select the **Resource** tab to **Search Fee Schedule** details.
- Check the **Terms of Agreement**.
- Select **Submit** to proceed.

My Home Eligibility Claims Prior Authorizations Referrals Files Exchange Financial Letters Reports **Resources**

Search Providers | Search Fee Schedule | Search HIPAA Error Codes

Contact Us | Logout

Resources

Resources

- ▶ [Search Providers](#)
- ▶ [Search Fee Schedule](#)
- ▶ [Search HIPAA Error Codes](#)

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*** I accept** I have read and agree to the Terms of Agreement

Submit

SEARCH FEE SCHEDULE

- Enter the required fields to obtain procedure code pricing:
 - Benefit Package
 - Procedure Code
 - Date of Service
 - Age
 - Modifiers, if applicable
- Select **Search**.

The screenshot shows the Oklahoma Health Care Authority Provider Portal. The page title is "Provider Portal". The navigation menu includes "My Home", "Eligibility", "Claims", "Prior Authorizations", "Referrals", "Files Exchange", "Financial", "Letters", "Reports", and "Resources". The "Resources" menu is active, and the breadcrumb trail is "Resources > Search Fee Schedule". The "Search Fee Schedule" form is displayed, with tabs for "Procedure", "NDC", and "DRG". The "Procedure" tab is selected. The form contains the following fields:

- *Benefit Package: Title 19 (dropdown menu)
- Code Type: Procedure Code
- *Procedure Code: L7362
- *Date of Service: 08/25/2021 (calendar icon)
- *Age: 21
- Modifiers: Four empty input fields

A red box highlights the "Benefit Package", "Procedure Code", "Date of Service", and "Age" fields. A red arrow points to the "Search" button at the bottom of the form.

SEARCH FEE SCHEDULE

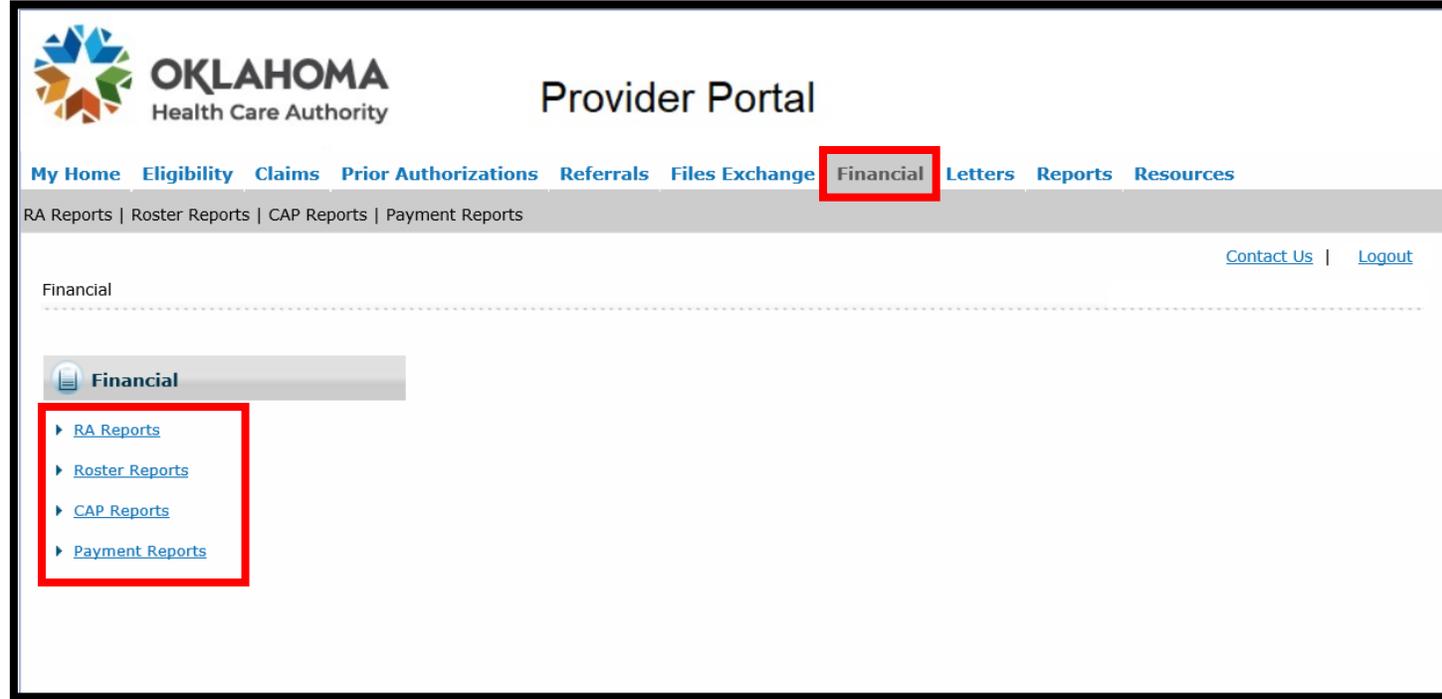
- **Pricing and Limitations** will include certain information:
 - Reimbursement
 - PA Required
 - Maximum Units
 - Age Restrictions

Search Results	
Pricing and Limitations:	
Allowed Amount: \$202.32	
PA Required	
Maximum Units: 1	
Age Restriction: 0 - 20	
Medical Review is Not Required	
Gender: Both	
Attachment is Not Required	
Not a Lifetime Procedure	
Not restricted to any Diagnosis	
Billing Provider not restricted to any Specialty	
Rendering Provider not restricted to any Specialty	
Ambulatory Surgical Facility Fee: \$0.00	
Ambulatory Payment Classification Fee: \$0.00	
Discounted: NA	

FINANCIAL

FINANCIAL REPORTS

- Reports are available to access within the **Financial** tab:
 - Remittance Advice
 - Rosters*
 - Capitation Payments*
 - Payment Reports



The screenshot displays the Oklahoma Health Care Authority Provider Portal. The header includes the logo and name of the Oklahoma Health Care Authority, and the title "Provider Portal". A navigation menu contains links for "My Home", "Eligibility", "Claims", "Prior Authorizations", "Referrals", "Files Exchange", "Financial", "Letters", "Reports", and "Resources". The "Financial" link is highlighted with a red box. Below the navigation menu, a sub-menu for "Financial" is visible, containing links for "RA Reports", "Roster Reports", "CAP Reports", and "Payment Reports". This sub-menu is also highlighted with a red box. The page includes a "Contact Us" and "Logout" link in the top right corner.

**Only applicable to SoonerCare Choice providers.*

REMITTANCE ADVICE REPORTS

- **RA Reports** can be searched within the last 24 months.
- **Available From Date** and **To Date** span search cannot exceed 90 days.
- Select **Search**.
- Click the Report Copy icon to view the RA.

The screenshot displays the Oklahoma Health Care Authority Provider Portal. The main navigation bar includes links for My Home, Eligibility, Claims, Prior Authorizations, Referrals, Files Exchange, Financial, Letters, Reports, and Resources. The 'Financial' tab is active, and the 'RA Reports' sub-tab is selected. The search form contains the following elements:

- A red box highlights the 'RA Reports' sub-tab.
- A red box highlights the search criteria fields: '*Available From Date' (05/27/2021) and '*To Date' (08/25/2021).
- A red arrow points to the 'Search' button.
- A table below the search form shows reports available for download from 5/27/2021 to 8/25/2021. A red arrow points to the 'Report Copy' icon in the table.

Report Date	Report Copy
07/13/2021	

REMITTANCE ADVICE REPORTS

- Remittance Advice Reports will include:
 - Banner Messages
 - Claims Status
 - EOB Descriptions
 - Payment Summary

REPORT:		STATE OF OKLAHOMA							DATE:	
PROCESS:		MEDICAID MANAGEMENT INFORMATION SYSTEM							PAGE:	
LOCATION:		PROVIDER REMITTANCE ADVICE								
		HCFA 1500 CLAIMS PAID								
									PAYEE NUMBER	
									PAYMENT NUMBER	
									ISSUE DATE	
--ICN--	SERVICE DATES	BILLED	ALLOWED	TPL	SPENDDOWN	CO-PAY	REIMB.	PAID		
--PATIENT NUMBER--	FROM THRU	AMOUNT	AMOUNT	AMOUNT	AMOUNT	AMOUNT	AMOUNT	AMOUNT		
CLIENT NAME:		CLIENT NO.:								
PL SERV	PROC CD	MODIFIERS	UNITS	SERVICE DATES	RENDERING	BILLED	ALLOWED	CONTRACT		
				FROM THRU	PROVIDER	AMOUNT	AMOUNT	SOURCE	DETAIL EOB'S	
TOTAL HCFA 1500 CLAIMS PAID:										

LETTERS

LETTERS

- The OHCA Secure Provider Portal provides helpful letters that are specific to certain provider types:
 - C-Section Rate Letters
 - ER Utilization*
 - PCP Notification Inpatient Admission/Discharge*
 - Provider PIN Letter
 - Provider Renewal
 - Provider Welcome Letter
 - SoonerExcel*
 - SoonerCare Coordination of Care

**Only applicable to SoonerCare Choice providers*



PROVIDER LETTERS

- Select the **Letters** tab to access the **Provider Letters**.
- Choose the **Letter Type** from the dropdown list.
- Enter the **Available From & To Date** fields.
- Select **Search**.
- Click the Letter icon to view the letter.

The screenshot displays the Oklahoma Health Care Authority Provider Portal. The navigation menu includes 'My Home', 'Eligibility', 'Claims', 'Prior Authorizations', 'Referrals', 'Files Exchange', 'Financial', 'Letters', 'Reports', and 'Resources'. The 'Letters' tab is highlighted with a red box. Below the navigation, the breadcrumb trail shows 'Letters > Provider Letters'. The main content area is titled 'Provider Letters' and includes a search form. The search form has a dropdown for '*Letter Type' set to 'Provider Welcome Letter', and two date fields for '*Available From Date' (08/26/2020) and '*To Date' (08/26/2021). A red box highlights these fields. Below the form is a 'Search' button with a red arrow pointing to it. The search results section is titled 'Letters Available to Download From 8/26/2020 To 8/26/2021' and contains a table with one record. A red arrow points to the 'Letter' icon in the table row.

OKLAHOMA
Health Care Authority

Provider Portal

[My Home](#) [Eligibility](#) [Claims](#) [Prior Authorizations](#) [Referrals](#) [Files Exchange](#) [Financial](#) **Letters** [Reports](#) [Resources](#)

Provider Letters

[Letters](#) > **Provider Letters**

[Contact Us](#) | [Logout](#)

Provider Letters

* Indicates a required field.
Enter your search criteria and click the **Search** button.

*Letter Type: Provider Welcome Letter
*Available From Date: 08/26/2020
*To Date: 08/26/2021

Search

Letters Available to Download From 8/26/2020 To 8/26/2021

To download the Letter click the View Letter icon.

Total Records: 1

Letter Description	Letter Date	Member ID	Letter
Provider Welcome Letter	07/22/2021		

WELCOME LETTER

- All contracted SoonerCare Providers receive a Welcome Letter containing important contract information:
 - SoonerCare Provider ID Number
 - Zip+4
 - Contract Code (if any)
 - Effective & Expiration Dates

PRV-9008-R (v1.0)

Provider ID: _____
Provider Name: _____
NPI: _____
Primary Taxonomy Code: _____
Zip+4: _____
CN1 (if any) : _____

Dear Provider:

Your Provider Agreement with the Oklahoma Health Care Authority (OHCA) has been accepted. We are pleased to welcome you as a participating provider. As an accepted provider, you may submit claims for reimbursement under OHCA programs within the scope of coverage of your services for eligible individuals.

If there is no NPI shown above, you are an "atypical" provider for billing purposes. Use your Provider ID shown above on all electronic, Internet (Provider Portal) and paper claims. Even if you have an NPI, it cannot be used to bill for services rendered under this provider ID.

For all other providers, the NPI, Zip+4, taxonomy, and CN1 (if any) shown above, are required on all electronic and Internet (Provider Portal) claims. Your claims may deny if you do not use all of these values. For paper claims, please use your ten-digit Provider ID and your NPI.

Your effective and expiration dates are listed on the following page. Prior to expiration, you will receive a notification to renew your contract. Please keep your address current with OHCA to ensure there is no interruption of your ability to receive reimbursement.

For additional information regarding the Oklahoma Health Care Authority Programs, please access our website at www.okhca.org.

Sincerely,

Kevin S. Corbett
Chief Executive Officer
Oklahoma Health Care Authority

REMINDERS

REMINDERS

- Upon contract approval from OHCA, a SoonerCare Provider ID number is designated to the specific provider and an OHCA-generated personal identification number (PIN). This is referred to as the Welcome Letter.
- Each new provider portal account requires registration by creating a permanent username, password and challenge questions & answers.
- Once the provider has established a provider portal account, the account administrator can create new clerks and grant each clerk-role specific access.

REMINDERS

- The provider or billing agent is responsible for creating the clerk role access and providing the clerk code.
- Users must register the clerk role account by creating a username, password, challenge questions and answers, and contact information.
- Clerks do not have the ability to create, grant access to, or revoke permissions of other users.

REMINDERS

- Providers can assign one active clerk to be the enrollment agent.
- The enrollment agent will have access to renew or make changes to the provider's contract with OHCA:
 - License information
 - Banking details
 - Ownership information
- To authorize access, the enrollment agent must first be set up as a clerk.

RESOURCES

HELPFUL TELEPHONE NUMBERS

- OHCA call center
 - 800-522-0114 or 405-522-6205; option 1
- Internet help desk.
 - 800-522-0114 or 405-522-6205; option 2, 1
- EDI help desk.
 - 800-522-0114 or 405-522-6205; option 2, 2

HELPFUL TELEPHONE NUMBERS

- [Care Management Department](#)
 - 877-252-6002
- SoonerRide
 - 800-435-1276
 - tripcare.logisticare.com/login
- Eligibility Verification System
 - 405-840-0650 or 800-767-3949
 - Available 20 hours a day, 5 a.m. to 1 a.m.

HELPFUL LINKS

- Agency website
 - www.oklahoma.gov/ohca
- OHCA provider portal
 - www.ohcaprovider.com
- Provider training
 - www.oklahoma.gov/ohca/providers/provider-training
- Medicaid expansion
 - www.oklahoma.gov/ohca/about/medicaid-expansion/expansion

QUICK REFERENCE GUIDE

- A revised version of the [OHCA provider quick reference guide](#) is now available.
- Visit the provider training page to download a copy.

PROVIDER QUICK
REFERENCE GUIDE



OKLAHOMA
Health Care Authority

Visit our site recently?
Visit the OHCA website at oklahoma.gov/ohca for more information about the agency, our policies and programs.

Don't miss out on webinar opportunities!
OHCA hosts a variety of free learning sessions available for SoonerCare providers and staff. Virtual learning sessions occur several times a month on a variety of topics. One is the Introduction to Oklahoma SoonerCare webinar. This training provides information on the basics of SoonerCare for those who are new to the program or need a refresher. For more information, visit oklahoma.gov/ohca/providers/provider-training. The provider training page features webinar descriptions, registrations, training presentations and previously recorded webinar sessions.

Provider Education Specialists are available to assist you...
Provider education specialists are available for telephonic or virtual training with providers and health-related community workgroups and coalitions. Education specialists can answer questions about OHCA policy, programs and procedures, claim issues, and navigating the secure SoonerCare Provider Portal.

Training can be requested via email. Please include a brief description of the issue or topic in question, the provider's name and SoonerCare ID number, a return phone number, and a contact name with your training request.

SEND TRAINING REQUESTS TO
Email: SoonerCareEducation@ohca.org

For immediate claims or policy assistance, please call the OHCA provider helpline at **800-522-0114**.

How do I schedule SoonerRide?
Use TripCare to schedule non-emergency transportation reservations online. You can view all scheduled trips for your facility for any specified day. TripCare's dashboard allows you to manage trip requests and reservations, and know which transportation provider is assigned to each reservation. Schedule rides at least three business days before appointment at tripcare.logisticare.com or call 800-435-1276.

Revised: December 29, 2020

OHCA
PROVIDER HELPLINE
Toll-Free: 800-522-0114
Oklahoma City Area: 405-522-6205

OPTION	UNIT	HOURS
1	OHCA Call Center	8AM-5PM, M-F
2,1	Internet Help Desk (SoonerCare Provider Portal)	8AM-12PM & 1-5PM, M-F
2,2	EDI Help Desk (batch transactions)	8AM-12PM & 1-5PM, M-F
3,1	Adjustments (claims)	7:30AM-4PM Mon, W-F 12PM-4pm, Tues.
3,2	Third Party Liability	8AM-5PM, M-F
4	Pharmacy Help Desk (issues)	8AM-7PM, M-F 9AM-5PM, Sat. 11AM-5PM, Sun.
5	Provider Contracts	8AM-5PM, M-Tues, Thurs-F 1PM-5PM, Wed.
6,1	Pharmacy Help Desk (authorizations)	8AM-7PM, M-F 9AM-5PM, Sat. 11AM-5PM, Sun.
6,2,1	Behavioral Health Authorizations (OP)	8AM-5PM, M-F
6,2,2	Behavioral Health Authorizations (IP)	8AM-5PM, M-F
6,3	Medical Authorizations (status only)	8AM-5PM, M-F
6,4	Prior Authorizations (PA)	8AM-5PM, M-F
6,5	Dental Authorizations	8AM-5PM, M-F

PROVIDER QUICK
REFERENCE GUIDE



OKLAHOMA
Health Care Authority

How do I update my provider file?
The SoonerCare Provider Portal allows contracted providers the opportunity to maintain their essential contract information. Administrators and providers can make changes and updates to their provider file through the secure SoonerCare Provider Portal at ohcaprovider.com. Input your User ID in the Login box, then click the Log In option. On the Welcome screen, select the Update Provider Files link on the right side of the page. The SoonerCare Provider Enrollment page will load with the update options available for your contract type.

Providers can update the following:

- Banking Information
- Address and Contact Information
- Office Information
- Add/Delete Group Members
- EFT and ERA
- View Contract Types and Dates
- Complete Contract Renewal
(Option will load only when it is time to renew your contract)

How do I use Electronic Data Interchange (EDI)?
EDI handles processing and troubleshooting of all electronic batch files that are uploaded in the OK Medicaid Provider Portal under files exchange. To submit electronic batch files, you must complete an EDI/ERA application for providers and test with special X-12 Software, or have a contract with an OK Medicaid clearinghouse that will submit files on your behalf.

EDI accepts electronic batch submissions of 837 (professional, institutional, dental), 270/271, 276/277 and 278 files. Processing of batch files can take an average of four hours to process once uploaded in the SoonerCare Provider Portal. The EDI department also processes EDI applications to set up a provider for 835 electronic remittance advices. Contact the EDI help desk at 800-522-0114 for questions or concerns regarding EDI transmission and processing.

How do I verify eligibility using the Eligibility Verification System (EVS)?
In the OKC area, call 405-840-0650 or toll-free, 800-767-3949. You must have the SoonerCare provider ID number and EVS PIN. Enter your 9-digit provider number and location code followed by #. Enter your 4-digit EVS PIN followed by #. Available 20 hours a day, 5AM-1AM. Eligibility can also be checked on the SoonerCare Provider Portal.

Forgot your PIN? See Internet Help Desk option under the OHCA Provider Helpline.

PRIOR AUTHORIZATIONS
ISSUED BY DEPARTMENT

USER/CONTACT	PHONE/FAX
PASRR Level of Care Unit	405-522-7133 & 405-522-7676
Medical Authorizations	405-522-6205, option 6, 3 Toll-Free: 800-522-0114, option 6, 3 MAUadmin@ohca.org
Durable Medical Equipment	DMEadmin@ohca.org
Occupation/Physical/Speech Therapy	Therapyadmin@ohca.org
Dental Authorizations	405-522-7401
Pharmacy Help Desk College of Pharmacy	405-522-6205 Toll-Free: 800-522-0114 Fak: 405-271-4014 Toll-Free Fax: 800-224-4014
Personal Care Local County DHS Office	Contact local DHS office
Advantage Administration Unit	918-931-4900
Developmental Disabilities Services Division (DDSD) Area Office	405-325-5080 Toll-Free: 800-549-9173 Fax: 405-573-6853
Medically Fragile Waiver OHCA Waiver Staff	Toll-Free: 888-287-2443
Behavioral Health	Toll-Free: 800-522-0114

TRANSACTION CODES

1 - Member Eligibility	A=*21	E=*32	I=*43
2 - Provider Warrant	B=*22	F=*33	J=*51
3 - Prior Authorization	C=*23	G=*41	K=*52
4 - Claims Inquiry	D=*31	H=*42	L=*53
5 - Change EVS/AVR PIN	M=*61	U=*82	T=*81
	N=*62	Q=*11	V=*83
	O=*63	R=*72	W=*91
	P=*71	S=*73	X=*92

Revised: December 29, 2020

OHCA Quick Reference Guide

TRAINING RESOURCES

- Provider education specialists:
 - Education specialists provide education and training as needed for providers either virtually or telephonically.
 - Requests for assistance should be emailed to: SoonerCareEducation@okhca.org. (Requests should include the provider name and ID, contact information, and a brief description of what assistance is being sought.)
 - For claims or policy assistance, please contact the OHCA provider helpline at 800-522-0114.
- Monthly webinars
- How-to videos

QUESTIONS?



OKLAHOMA
Health Care Authority

GET IN TOUCH

4345 N. Lincoln Blvd.
Oklahoma City, OK 73105

okhca.org
mysoonerare.org

Agency: 405-522-7300
Helpline: 800-987-7767

